

# **The Division of Vocational Rehabilitation (DVR) Technical Specifications: On-Site Job Coaching (Other than Supported Employment) (Effective July 1, 2004)**

## **A. Service Definition:**

Job coaching is a service provided by paid staff to assist DVR consumers on the job site and also includes assistance in logistics of getting to the job site. This service may be included as part of an on-the-job assessment, testing out a vocational goal or assuring that an unstable job placement is maintained. This service may be provided from a few days to several months, depending on the needs of the individual. It is distinguished from supported employment by the fact that this service is used for individuals who do not need employment supports following DVR file closure. This service may be funded in addition to evaluation or job development services when used as an adjunct to those services.

## **B. Applicable National Standards:**

The Commission on Accreditation of Rehabilitation Facilities (CARF) Behavioral Health Standards Manual 2001-2002 is the source of the process standards.

## **C. Process Standards:**

When job coaching is provided, the following training functions must be documented in the plan and addressed, based on the needs of the person served:

1. A plan for when and where services are to be provided.
2. Essential functions of the job/task analysis including reasonable accommodations where applicable and working conditions
3. A systematic plan of instruction and/or support in the work skills and behaviors to be acquired
4. A plan to develop the social and interpersonal skills necessary to retain employment.
5. On-site consultation to the employer and co-workers. This may include recommendations for work site and job modifications, ways to the employer to remove architectural, procedural, instructional/communication and attitudinal barriers to the employment and advancement of the person receiving services.
6. The services reflect the needs and desires of the person receiving services.
7. Natural supports in the work environment are maximized during the period of training and job coaching support fades out as quickly as is possible based on the needs of the person served.

8. The following information is provided to the consumer:
  - a. The conditions for maintaining employment.
  - b. Benefits provided.
  - c. Responsibilities of the employing organization.
  - d. Responsibilities of the consumer.
  - e. Wage payment practices.
  - f. Work rules and customs.
  - g. Nondiscrimination practices.
9. The consumer must be paid at least the applicable minimum wage, commensurate with the wages paid other employees for similar work

#### **D. Outcome Standards:**

When used as an adjunct to a situational assessment (not to exceed 10 days) this service results in consumer awareness of the specific requirements of a job and assists them in their career choice.

When provided as a planned support in addition to a job placement, the consumer receiving this service should acquire the skills and behaviors necessary to retain the job without ongoing support.

#### **E. Reporting Standards:**

Reports are due to the referring DVR staff within 10 working days of completion of the service, if less than one month of service is needed. If more than one month of service is needed, reports are due to the DVR staff within 10 working days of the end of the month service was provided. Electronic format reports are preferred.

Reports should include hours of job coaching provided, the consumer's progress made in learning the job and handling all requirements of the work environment and recommendations for further action.